# ARIZONA STATE HOSPITAL

ANNUAL REPORT

1973 - 1974



State Department of Health Services

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# ARIZONA STATE HOSPITAL

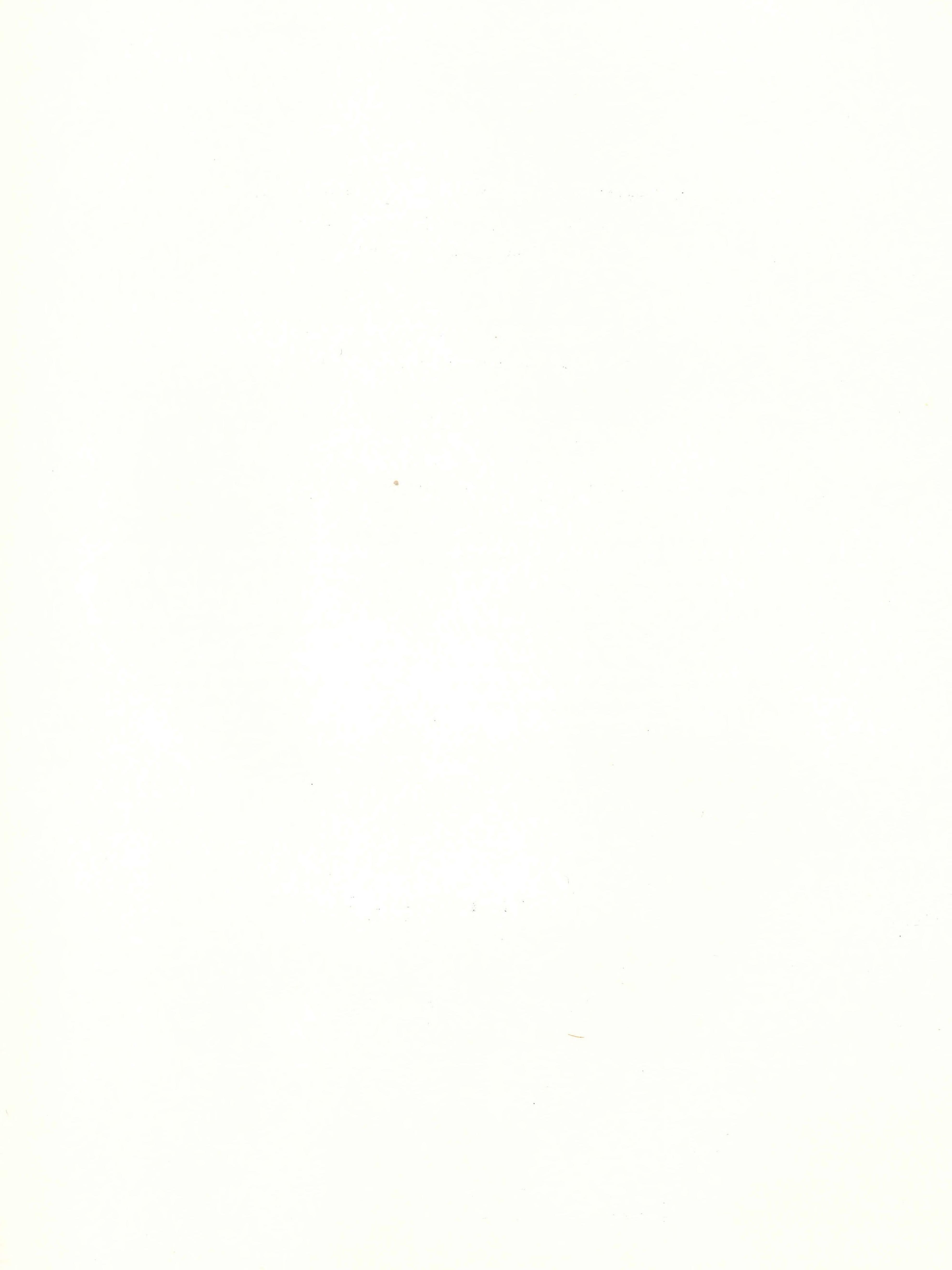
Annual Report

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ARIZONA DEPARTMENT OF HEALTH SERVICES James L. Schamadan, M.D., Director

Division of Behavioral Health Services Willis H. Bower, M.D., Assistant Director

Arizona State Hospital
Willis H. Bower, M.D., Superintendent
G. Lee Sandritter, M.D., Associate Superintendent





#### ARIZONA DEPARTMENT OF HEALTH SERVICES

Office of the Director

JACK WILLIAMS, Governor

J. L. SCHAMADAN, M.D., Director

September 6, 1974

The Honorable Jack Williams Governor State of Arizona 1700 West Washington Street Phoenix, Arizona 85007

Dear Governor Williams:

I am pleased to submit to you the annual report of the Arizona State Hospital, which as you know is now a unit of this Department.

One of the constructive results of the transfer of the State Hospital to the Department has been to enable coordination of the State Hospital, local and community mental health services in Arizona. Development of an enabling plan of action to bring this about has been a high priority activity during these first months of the Department's existence.

Preliminary work has begun, also, to develop the necessary plans for the effective implementation of Senate Bill 1035 providing for mental health evaluation, commitment, and treatment of persons suffering mental disorders; and outlining procedures to protect the rights of such individuals.

There is need, I believe, for the Legislature to provide some clarification regarding the role that the State Hospital should play in the care and treatment of the mentally retarded.

Finally, now that the State Hospital is a part of a larger state-level agency, it is particularly timely to redefine the role and use to be made of the State Hospital campus. Toward that end, the State Health Advisory Council is holding its quarterly meeting (September 13, 1974) at the State Hospital to consider the commitment of a significant portion of that institution's endowment earnings to the development of a realistic physical and architectural plan for the State Hospital campus in the decade ahead.

Sincerely,

James L. Schamadan, M.D.

Director



## Report of the Superintendent

On May 1, 1974, Dr. Willis H. Bower, Superintendent of the Arizona State Hospital, assumed the additional duty of Assistant Director of the Department of Health Services, in charge of its Division of Behavioral Health Services; and deputized Dr. G. Lee Sandritter, Associate Superintendent of the Arizona State Hospital, to perform some of the duties of the Superintendent. The following report was prepared by Dr. Sandritter as per the Superintendent's deputations of January 18 and April 9, 1974 (A.R.S. Sec. 36-206.A.).

#### I. A REVIEW OF THE DEVELOPMENT OF THE HOSPITAL

Founded in 1887 while Arizona was still a territory, the Arizona State Hospital was originally known as the Insane Asylum of Arizona. The hospital's founding and initial development was consistent with the concepts prevalent at that time. Those concepts included the idea that the state should provide for the care of the mentally ill by means of establishing one or more state hospitals. This idea was a continuation of the state hospital movement which developed during the middle of the 19th century.

As the population of Arizona grew, the census of the state hospital also increased until it reached 1,756 in 1964. Since that time, the census of the hospital has declined rather steadily and there are now about 687 patients. Traditionally, the number of persons hospitalized in the Arizona State Hospital per thousand population has been low when compared with most other states and with the United States as a whole. At the present time there are about .32 patients per thousand population in the Arizona State Hospital. There were 1.19 patients per thousand population hospitalized in state hospitals in New York, .86 patients per thousand population in the state of Texas, and .46 patients per thousand in the state of California.

In 1966, in accordance with modern concepts, the Arizona State Hospital was decentralized on a geographic basis. This internal reorganization resulted in the forming of a number of geographically oriented treatment units within the hospital, and enabled the hospital to establish a close working relationship with the communities that it serves. Geographic decentralization fostered a reduction in the hospital's census. It also brought some considerations into the foreground that tended to make it undesirable. Specifically, these considerations involved the Arizona State Hospital's ability to meet the individual treatment needs of its patients.

As the hospital's census declined, the possibility of redeploying staff to better meet the individual treatment needs of the patients was brought into view. During the summer of 1972, the hospital went through a period of reorganization in which the geographical basis of organization was replaced with an organization in which patients are grouped in accordance with their needs for particular kinds of treatment programs. This reorganization has resulted in a strengthening of the hospital's relationships with the communities that it serves, better care for the hospital's patients, and the redeployment of some hospital personnel to assist community programs, which might otherwise be short of resources, with the care of mentally ill persons before they are required to be hospitalized in the Arizona State Hospital.

# II. TRANSFER OF THE HOSPITAL TO THE DEPARTMENT OF HEALTH SERVICES

From its founding in 1887 until May 1, 1974, the Arizona State Hospital functioned as an independent state agency under the control of the State Hospital Board. The members of the board, which consisted of five individuals each serving five-year terms in office, were appointed by the

Governor and responsible to him for the overall functioning of the hospital. On May 1, 1974, in accordance with the provisions of House Bill 2004, which was passed by the legislature in 1973, the control of the hospital was transferred from the State Hospital Board to the Department of Health Services. The hospital now functions as part of the Division of Behavioral Health Services of that agency.

Prior to May 1, 1974, the overall structure of the mental health program in Arizona was unusual in that there had never been a department of mental health or any comparable agency, and the hospital, since it functioned as a freestanding agency, was not connected organizationally by the laws of the state with the local community mental health programs which had developed under the jurisdiction of the Arizona State Department of Health. Furthermore, there were now laws in Arizona that required a functional relationship between the state hospital and the mental health programs of the counties. Functional relationships that developed between the state hospital and the community and county programs existed on a purely voluntary basis.

Although House Bill 2004 did not specify organizational structure, describe the way in which mental health care would be carried out in Arizona, or set forth a community mental health system, a unification of the mental health services in Arizona is now possible, and through the proper development of the overall pattern of mental health services, the fragmentation of responsibility between state and counties will be eliminated.

# III. THE REVISION OF THE MENTAL HEALTH SERVICES LAWS FOR ARIZONA

In 1974, the Legislature passed and the Governor approved legislation that amended the mental health services laws for Arizona. This legislation was known as Senate Bill 1035 and will become effective on October 15, 1974.

The purpose of Senate Bill 1035 is to modernize and refine the mental health system in Arizona. Senate Bill 1035 places an emphasis on voluntary treatment whenever possible, the protection of individuals from unnecessary involuntary hospitalization and the civil and legal rights of persons undergoing evaluation or treatment for a mental disorder. The legislation also concerns itself with mentally disordered individuals within the state who are in need of care and treatment, but are unwilling or unable to apply for it. At times these individuals may require involuntary hospitalization because they represent a danger to themselves or others, or are so impaired by a mental disorder that they cannot provide for their own basic needs and are therefore considered to be gravely disabled.

The new mental health services laws provide for certain procedures to be followed in the involuntary evaluation and treatment of the mentally disordered and gravely disabled. The laws specifically exclude from their definition of mental disorder those persons who are suffering from drug abuse, alcoholism or other character and personality disorders characterized by ingrained maladaptive behavior patterns. Although the mental health services laws eliminate the aforementioned individuals from the scheme of involuntary evaluation and treatment, any person can voluntarily seek admission to the state hospital or seek other forms of public or private treatment.

#### IV. MENTAL RETARDATION

Mentally retarded individuals who are without mental illness have, for many years, been cared for at the Arizona State Hospital. Through a series of actions the Legislature has made clear its intent that the proper agencies to deal with mentally retarded persons are special institutions for the mentally retarded and the Department of Mental Retardation, now under the control of the Department of Economic Security. About 125 mentally retarded persons are cared for at the state hospital.

During the past year, the Arizona State Hospital and the Department of Mental Retardation have discussed various possibilities for developing a mental retardation program at the hospital that would be the most beneficial to the state's mentally retarded persons and the Department of Mental Retardation. Such a program could be developed on the hospital grounds that would be of considerable benefit and highly specialized in nature, taking advantage of the unique location and resources of the state hospital.

More recently, the state hospital and the Department of Mental Retardation have been working to develop procedures for the transfer of patients between the hospital and the facilities of the Department of Mental Retardation. In addition, work has been done in developing a definition as to the type of patients that can best be cared for by the Arizona State Hospital, and the type of patients that can best be cared for by the Department of Mental Retardation. From this, it is felt that a useful policy, defining the role of the hospital with respect to the mentally retarded, can be developed pending a decision by the Legislature concerning the mental retardation program of the hospital.

#### V. ACCREDITATION

During the month of March, 1974, the state hospital was surveyed by a field representative of the Accreditation Council for Psychiatric Facilities for the purposes of accreditation. As a result of this survey the Board of Commissioners of the Joint Commission on Accreditation of Hospitals accredited the hospital for a period of two years.

The commission commended the hospital and its personnel for maintaining standards deserving of accreditation and for the quality of treatment and care that it provided its patients in all areas. However, the commission also noted a need for improving the quality of the environment in patient areas, to include increased privacy in sleeping and personal hygiene facilities. These improvements will have to be made if the hospital is to receive accreditation in the future.

#### VI. FUTURE DEVELOPMENT

One of the tasks ahead will be to coordinate state hospital, local and community mental health programs in Arizona. This will be a cooperative effort among the interested state and local groups and agencies.

Similar collaboration will be used to implement the provisions of Senate Bill 1035.

Finally, there must be a redefinition of the role and use to be made of the Arizona State Hospital campus. Such a definition will be useful as a guide to planning what must be, basically, a long-term building project that will meet perceived needs with available resources.

## The Programs in Close-Up

#### SOUTHERN ARIZONA MENTAL HEALTH CENTER

During the past year, the Southern Arizona Mental Health Center has continued to make progress within its community and through its relationship with the Arizona State Hospital in expanding and establishing its network of comprehensive quality-oriented mental health services to meet the needs of the residents of its community.

The programs of the Southern Arizona Mental Health Center continue to serve a number of Pima County residents who might otherwise have to go to the state hospital for treatment. Between July 1, 1973 and June 30, 1974, the number of admissions to the hospital from Pima County decreased by 8 percent, and the level of services provided by the center continued to increase. The total number of direct patient contacts during the year by the staff of the center rose from 58,357 to 62,974 and the total number of indirect patient service contacts increased from 73,316 to 82,885.

With the inclusion of the state hospital as a unit of the new Department of Health Services, staff of the Southern Arizona Mental Health Center participated in the planning and development of the Division of Behavioral Health Services of that department. During the coming year, it is anticipated that the center, in conjunction with other community agencies, public, private and governmental in the fields of mental health, alcohol and drug abuse, will meet to plan for the development of a regional or areawide behavioral health authority which will act as a local coordinator for planning, program development, accountability and evaluation in Pima County.

Consultation and education services have continued to be a primary part of the programs of the Southern Arizona Mental Health Center. The formation of an ad hoc committee on consultation and education at the center during the past year has given renewed emphasis to these programs. As part of this committee's work, a survey was conducted of all human service agencies in Pima County to determine their interest in consultation and education. The results of this survey indicate that their interest remains high and an extensive training program for the center's staff in these areas will insure the availability of additional manpower to meet the identified needs of those agencies.

The Southern Arizona Mental Health Center has also continued to play an active role in the establishment and continuation of training programs in cooperation with professional schools from throughout the state, including the Departments of Pediatrics and Psychiatry at the University of Arizona College of Medicine, the Department of Psychology at the University of Arizona, the College of Nursing at the University of Arizona, the School of Social Work at Arizona State University, and the School of Rehabilitation and the Department of Counseling and Guidance of the School of Education at the University of Arizona. During the past year, over 100 students from these various professional schools participated in the treatment programs of the center.

# ARIZONA STATE HOSPITAL - MARICOPA COUNTY COOPERATIVE MENTAL HEALTH SERVICES

Originally known as the Screening, Evaluation and Emergency Service, this unified program involving the Mental Health Bureau of the Maricopa County Health Services and the Arizona State Hospital is located in a building leased by the Maricopa County Health Department at 908 North 24th Street in Phoenix. The program serves as a screening, evaluation and emergency care facility for any person who goes there for such services. The Maricopa County Health Services is the administrative organization in charge of this new program. The Arizona State Hospital provides the program with a number of personnel and some logistic support.

During the past year, the program did an extensive amount of crisis intervention through telephone calls and appropriate referrals. On the average, over one thousand telephone calls per month were handled by the program. These calls, from persons seeking help for various problems, were followed up with either direct intervention by the program's staff or with the involvement of other facilities such as alcohol, drug, or family service agencies or public and private clinics.

In addition to their regular services, the Arizona State Hospital - Maricopa County Cooperative Mental Health Services Program also maintained an ongoing training program through daily case meetings and explicit in-house training programs.

#### PHOENIX SOUTH DETACHMENT

The Phoenix South Detachment consists of five persons assigned to work with the Phoenix South Community Mental Health Center which provides mental health services to the population of the Phoenix South Catchment Area.

The Phoenix South Catchment Area is noteworthy in that it encompasses the largest areas of minority groupings in Maricopa County and also the "suitcase districts" which are predominantly white and the source of the greatest concentration of mentally ill persons. Thus the Phoenix South Catchment Area, while having only 16 percent of the population of Maricopa County, has traditionally contributed a disproportionate percentage (33 percent in fiscal year 1973-1974) of the patients admitted from Maricopa County to the Arizona State Hospital. Because of its importance, the hospital, during the past two years, has allocated the personnel who make up the Phoenix South Detachment to the Phoenix South Community Mental Health Center to enable it to better meet its tasks.

During the past fiscal year, the members of the Phoenix South Detachment have been treating an average of 416 patients per month. The intensity and time allocated to each of these therapeutic visits varied in accordance with the therapy required.

#### DAY CARE PROGRAM

The Day Care Program provides an alternative to 24-hour-a-day hospitalization. It began operation in September 1972.

Most of the patients seen by the Day Care Program are referred by the Arizona State Hospital's Sierra Division and Community Outpatient Services Unit and by the Department of Psychiatry at the Maricopa County General Hospital. However, referrals to the program also come from other community-based agencies and private clinics. Much of the patient population served by the Day Care Program can be characterized as having an acute mental illness which can be treated in an outpatient setting on an intensive basis. During the past year, suicidal ideation was common among 65 percent of the program's patients.

The basic treatment modalities utilized by the Day Care Program are intensive group therapy that includes a variety of approaches: one-to-one psychotherapy, on an as-needed basis; family therapy as a diagnostic tool and ongoing treatment modality; bio-energetics therapy, which was added to the program during the past year; and rehabilitation, adult education and Department of Vocational Rehabilitation activities. Crisis counseling is also provided by the staff of the Day Care Program when needed. During the past year, the average active case load of the program stabilized at between 30 and 35 patients and the median length of stay for patients involved in the program was three months.

#### ADMISSIONS UNIT

The function of the Admissions Unit is to provide the necessary clinical and administrative services, in connection with the admissions process, for patients being admitted to the Arizona State Hospital. During fiscal year 1973-1974, the Admissions Unit saw an average of 134 patients per month, an increase of 10 percent over the past year, and administered the Social Learning Division Patient Selection Criteria test to all patients admitted.

During the past year, the unit developed a working procedure with Maricopa County General Hospital in which involuntary patients being admitted from Maricopa County remain at the county hospital overnight following their hearings. This procedure allows the staff of the Admissions Unit to complete much of the routine admissions work prior to the patient's arrival at the state hospital and greatly reduces the length of time incoming involuntary patients from Maricopa County must spend on the unit.

#### TWELVE COUNTY DETACHMENT

The Twelve County Detachment consists of a small group of personnel assigned to perform liaison services to Apache, Cochise, Coconino, Gila, Graham, Greenlee, Mohave, Navajo, Pinal, Santa Cruz, Yavapai and Yuma Counties. Since its inception in September of 1972, the detachment's goals have been to eliminate unnecessary hospitalizations; disseminate information concerning Arizona State Hospital policy, procedures and programs to the communities; develop more effective community-based programs; and promote coordination and cooperation among local mental health providers.

In March of 1974, the Twelve County Detachment began publishing a monthly newsletter to establish effective communication between the Arizona State Hospital and key community agencies and individuals involved in the treatment of the mentally ill, both in the hospital and in the community. The newsletter contains a statistical grid covering relevant numerical data, and reviews programs and policies of the hospital as well as developments from throughout the state. The detachment has also become involved in a variety of administrative, research and training activities over the past year. These include participation in developing the pattern of community - based mental health programs in the rural areas of the state.

#### COMMUNITY OUTPATIENT SERVICES

The Community Outpatient Service Unit of the Arizona State Hospital began its operation in 1972. The unit combines the activities of the former Community Team and the former Outpatient Clinic, which served the same clientele. The goal of this unit is to provide outpatient services to patients discharged from the hospital.

During the past year, the Community Outpatient Services Unit established regularly scheduled activity programs for outpatients of the hospital in three locations in Maricopa County. These activity programs have done much in helping outpatients of the hospital develop their basic social skills and become involved in the community resource programs available to them.

Community Outpatient Services Unit staff continued their monthly meetings with operators of boarding homes in which 529 outpatients of the hospital reside. These meetings have enhanced the cooperative relationship between the boarding homes and the hospital and contributed to the better overall care for the hospital's outpatient population.

#### SIERRA DIVISION

The Sierra Division is a general psychiatric treatment unit for patients who are expected to remain in the hospital for less than three months. Since the average length of stay for patients admitted to the hospital is only 40 days, the Sierra Division has, by far, more admissions than any other treatment division in the hospital.

From time to time, the division also serves as a short stay admissions unit for patients who are expected to be treated on other divisions but must be evaluated to verify correct assignment.

During the year, there was a reorganization of Sierra Division treatment teams to provide intensive short-term treatment to the division's patients. An effective admissions and evaluation team was developed, and the record-keeping system was revamped. Also during the past year, a sixmonth training program was developed and implemented for the division's mental health series personnel. This program gives the Sierra Division a comprehensive training program for all new employees assigned to it.

#### VERDE DIVISION

Established in the summer of 1972, the Verde Division is a general psychiatric treatment unit for patients who are expected to require hospitalization for a period of about three months to one year, and for whom care and treatment on an open ward is preferable. The Verde Division treats patients who are able to engage in a considerable amount of activity on their own initiative and who do not require the degree of supervision provided on a closed unit.

During the past year, much of the Verde Division's efforts went into the development of a partial hospitalization program which was implemented on May 1, 1974. This partial hospitalization program involves treatment programs for inpatients, outpatients and day and evening patients, and has stimulated the division's staff to work more closely with each individual patient, thus improving the quality of care and treatment given patients as well as challenging staff to demonstrate greater ingenuity in their planning and implementing of treatment programs.

#### PALOMA DIVISION

The Paloma Division provides general psychiatric care and treatment for patients who are expected to require hospitalization for a period of about three months to one year, and for whom a closed ward is considered preferable. The division utilizes a wide variety of treatment programs which include group and individual therapy, family counseling, rehabilitative therapies, and patient incentive programs. Because it provides a closed ward environment, the Paloma Division also fulfills the hospital's needs for a semidisturbed unit.

Placing an emphasis on "team building" and the positive effects that it has on patients and staff, the Paloma Division reorganized its staff during the past year and established shift leaders. This reorganization has enhanced program coordination efforts and placed an increased responsibility on each staff member for the treatment program of each patient.

In November of 1973, the Paloma Division began an inservice training program, both on and off the unit, for its staff. This training program includes instruction in crisis intervention, group process, managing disturbed patients, legal rights of patients, and various medical approaches to patient physical care.

During the past year, a number of changes were made in the physical environment on the Paloma Division in an effort to decrease the institutional atmosphere and provide a warmer appearance.

#### OCOTILLO DIVISION

The Ocotillo Division has the responsibility of providing care and treatment to the more chronic patients of the Arizona State Hospital. Through the use of both behavior modification and therapeutic community treatment techniques, the division has established a treatment modality designed to develop the job and independent living skills of its patients, and has focused its attention on patient adjustment in the community and readjustment to the demands of an out-of-hospital environment.

As part of its industrial therapy program, the Ocotillo Division has, during the past year, maintained a sheltered work program in the community for its patients. This program utilizes two janitorial services employing the division's patients and two sheltered work crews, consisting of four patients each. The members of these sheltered work crews are paid the current minimum wage by their employer. They clean various office buildings in the Phoenix area.

In the future, the Ocotillo Division will turn its efforts towards obtaining a greater number of job training opportunities for its patients and look into the feasibility of expanding the existing sheltered work program.

#### SAGUARO DIVISION

Like the Ocotillo Division, the Saguaro Division provides care and treatment to the more chronic patients of the hospital. The patients of the Saguaro Division are distinguished from those

on the Ocotillo Division by their more regressed condition, their lesser ability to participate in industrial therapy programs, and their need for treatment to improve poor behaviors and self-care skills.

During the past year, the Saguaro Division provided resocialization programs for its patients utilizing contingency management and therapeutic community techniques. These techniques are used in a small group approach for most of the activities conducted by the division. Steps were also taken to develop more specialized placement and follow-up programs for the patients discharged by the division. This has been done in an effort to decrease the normally high recidivism rate among discharged chronic patients.

#### SOCIAL LEARNING DIVISION

Funded in part by a hospital improvement project grant award from the National Institute of Mental Health, the Social Learning Division provides certain patients of the hospital with a specialized program of care and treatment using behavioral modification techniques. The division treats patients whose behavior disorders are primarily manifested as character disorders. Although the Social Learning Division was not designed to provide care and treatment to patients with serious or dangerous criminal behaviors or who need close and secure confinement, the division does treat patients who are often referred to as "borderline" in the sense that while not distinctly psychotic, they do appear to be properly categorized as persons who should be managed by the corrections system.

During the past year, the staff organizational structure of the Social Learning Division was modified, and many of the duties of the division's chief nurse were reassigned to the assistant division team leader and the educational coordinator. At the end of the year, the division was actively working to revise its patient selection procedures to include a requirement for the patients to give informed consent for treatment.

### CHILDREN'S TREATMENT CENTER

The Children's Treatment Center is a specialized division that provides care and treatment to children with mental and emotional disturbances. The center provides inpatient, outpatient, and day care treatment programs and has facilities to manage children with considerable behavioral disturbances but who are not extremely dangerous or violent. The upper age limit for patients treated by the Children's Treatment Center is 17.

During the past year, there was a gradual reduction in the patient population of the Children's Treatment Center. At the beginning of the fiscal year the center was treating 37 children on an inpatient basis; during the last few months this figure has decreased to between 25 and 30.

The average age of children treated by the center has likewise decreased. At the beginning of the year the average age was about 15 years; by the end of the year the average age was between 12 and 13 years. During the year the number of voluntary admissions to the Children's Treatment Center increased, relative to the percentage of children ordered by the court to undergo involuntary treatment. This was accompanied by an increase in the number of children with more serious problems being treated by the center.

An integral part of the Children's Treatment Center is the Nueva Vista School. Throughout the past year the staff of the school continued to test each child admitted to the center for learning disabilities. This testing was initiated when the school's staff discovered that approximately 50 percent of the children admitted to the Children's Treatment Center as emotionally handicapped had coexisting, but previously undetected, learning disabilities.

#### GERIATRIC DIVISION

This division provides treatment to a variety of patients, most of whom are 65 years of age and older. Treatment programs on the Geriatric Division are geared towards improving the mental and physical capabilities of patients on an individual basis. During the past year, reality therapy, group therapy, rehabilitative therapies, social activities, and retraining in the fundamental skills of self-care in daily living formed the basic elements of the division's treatment program.

The census on the Geriatric Division dropped slightly during the past year, even though the admissions rate remained constant. This decrease in census was primarily due to improved communication and cooperation with the Maricopa County General Hospital Extended Care Division. However, a backlog of patients ready for discharge still exists. This condition will continue until appropriate placements are made available in the community.

During the past year, the Geriatric Division implemented a staff education program for all of the unit's personnel. This program included a series of inservice classes presented by consultants to the division's staff. Most of these classes were videotaped and will be used in the future to provide educational experiences for new staff.

#### VENTURA DIVISION

Fiscal year 1973-1974 began with the Ventura Division, which provides care and treatment to mentally retarded adult patients, housed in temporary quarters necessitated by the installation of fire and life safety equipment in its home area, the Juniper Building. Along with the division's return to the Juniper Building in September 1973, a number of actions were completed in the areas of staff organization, staff development, and patient assessment and program structure.

In July 1973, eleven new staff positions were added to the Ventura Division and a primary therapist system was developed in order to provide individualized patient care and treatment. In

addition, the staff organization structure was improved so that lines of responsibility and authority were clearly delineated and proper supervision and program coordination were assured.

When the division returned to the Juniper Building in September 1973, its patients were divided into a three-phase treatment program in which patients are grouped according to similar levels of functional capabilities.

In December of 1973, the first program assessment testing for all patients of the Ventura Division was completed and the results were compiled for each treatment program phase. Treatment programs were then redesigned, dropped, or added on the basis of test results. A second assessment of the Ventura Division's patients was made during the month of April 1974. Programs are now being written and initiated as a result of that testing.

#### ALHAMBRA DIVISION

During the period of July 1973 to July 1974, a number of changes took place on the Alhambra Division, which serves as a forensic psychiatry unit and does most of the psychiatric-legal work for the state. Treatment programs in the areas of ceramics, art, education, physical activity and industrial therapy were expanded, and the group therapy program was revised with increased emphasis placed on the structuring of groups, reporting of group activities, and coordination of group therapy programs. In addition, thirteen treatment modalities were instituted on the division. These modalities ranged from the primary therapist concept to family therapy.

In September 1973, the Arizona Rules of Criminal Procedure became effective. The impact of these new rules was first felt on the Alhambra Division in March of 1974, when five patients who had come to the hospital under the provisions of the old rules were discharged, and seven other patients had their criminal charges dropped, necessitating requests to the courts for civil petitioning.

During the past year, two new programs involving music and socialization activities were implemented in the Alhambra Division, and improved lighting on the patio area enables patients to utilize this area during the evening hours.

#### MEDICAL DIVISION

Serving as a hospital within a hospital, the Medical Division provides care for patients whose primary assignments are to other treatment divisions but who have physical illnesses. Patients who require surgery or procedures that call for specialized facilities are transferred from the Medical Division to nearby general hospitals.

Since April of 1973, the Medical Division has been housed in temporary facilities on the second floor of the Granada Building. The first floor of the building, which is the division's normal home, is being remodeled to facilitate better patient care and add fire and life safety equipment. When the remodeling is completed, the Medical Division will be equipped with a piped-in oxygen and suction system available to 17 beds, an observation room and four isolation rooms.

#### PSYCHOLOGY DEPARTMENT

During the past year, the Psychology Department has placed an emphasis on bringing behavioral science into the hospital's education programs, and on research directly related to hospital programs and functions.

During the past year, psychologists were assigned to treatment divisions as generalists and for liaison purposes. These psychologists conducted numerous training sessions on the treatment

divisions in the areas of patient assessment, progam planning, and treatment, and participated in the training of psychiatric residents, mental health series personnel, and other individuals and groups.

Several research studies were initiated and performed by the staff of the Psychology Department during the past year. These studies included research dealing with the characteristics of patients in the Day Care Program, differentiation of patients' characteristics on five adult treatment divisions, several evaluations of treatment division programs on both a general and specific basis, and a special standardization of an intelligence test for Spanish-speaking patients. A geriatric rating scale was also developed and a report of its validation and use was published in the Journal of the American Geriatric Society.

There were 151 individual psychological assessments made during the year. These assessments were commonly preceded by psychometric testing conducted by mental health series personnel who had received special training from the Psychology Department.

During fiscal year 1973-1974, the staff of the Psychology Department attended and participated in numerous training conferences to increase and broaden their range of knowledge and skills, and assisted in the training of ten psychology students from Arizona State University doing field work at the hospital.

#### NURSING

In cooperation with the Department of Education, Mental Health Technology, the Nursing Program has developed a training program in emergency cardiopulmonary resuscitation for all mental health series and nursing personnel. This program is designed to train hospital staff in the proper emergency procedures to be followed in certain emergency situations. The Nursing Program has also established a system for checking and updating the emergency treatment carts in the hospital on a regular monthly basis.

During the past year, the Nursing Program took part, with the hospital's Mental Health Personnel Manpower Committee, in assessing the needs for mental health series personnel after considering anticipated attrition rates, available funds, and other special requirements of the hospital. In addition, the Nursing Program continued to assist the hospital's treatment divisions in maintaining minimum and standard levels of coverage.

Through the coordinating efforts of the Nursing Program, student nurses from various schools of nursing in Arizona have continued to utilize the hospital for psychiatric affiliations and tours. The program also negotiated an agreement with Phoenix College for extension courses to be held on the hospital grounds during both school semesters last year.

#### REHABILITATIVE THERAPIES

The Rehabilitative Therapies Program provides treatment and training for inpatients of the hospital to prepare them for their return to the community, and follow-up services to outpatients designed to prevent rehospitalization and to develop potential skills.

During the past year, the Rehabilitative Therapies Program, which includes occupational therapy and speech and hearing therapy, continued to build close supportive and consultative relationships with the other treatment programs of the hospital. In addition, the program's staff increased the number of hours of treatment that it offered the patients of the hospital. As a result, 57 percent of the program's staff time is now devoted to direct patient contact.

#### SOCIAL SERVICE

More than in any other year, the Social Service Department has been engaged with health and welfare agencies in conjoint planning for the rapidly changing pattern of community programs and responsibilities. During the year, the pattern of delivery of human services has undergone fundamental revisions. Perhaps the greatest change has been the shifting of the financial assistance element of the three categorical programs — aid to the blind, the disabled, and the aged — from the state welfare agencies to the Social Security Administration. The Arizona State Hospital was involved in this change, through the Social Service Department, due to the fact that two segments of its patient population are completely dependent upon receipt of public assistance. These consist of patients whose discharge from the hospital is contingent upon receiving funds to cover living costs, and those former patients in an outpatient status who are disabled and unemployed. In Arizona the difficulties experienced in the transition of responsibility were minimal, particularly for the Arizona State Hospital patients.

Problems of the aging were given special emphasis by the department during the past year. Several studies were completed concerning the characteristics and other demographic factors related to admissions to the hospital's Geriatric Division. These studies have led to better communication and improved coordination between the hospital and other state and local agencies. The Social Service Department has also been involved in planning studies with representatives of other agencies in an effort to stimulate the development of programs which would serve as alternatives to hospitalization in the state hospital.

#### PATIENT EDUCATION

The Patient Education Program, located in the hospital's Adult and Adolescent Learning Center, is designed to assist treatment divisions in providing educational programs for their patients and to carry out educational exercises with other than those patients who reside in the Children's Treatment Center. A great deal of the work done by the staff of the Patient Education Program is directed towards improving the patients' education so that they can, upon discharge, earn better livings.

During the past year, 541 patients were involved in the educational opportunities provided by the Patient Education Program. These 541 patients received a total of 17,530 hours of instruction. Twenty patients earned G.E.D. High School Equivalency Certificates, and one patient earned an Eighth Grade Equivalency Certificate.

Throughout the year, the staff of the Patient Education Program was involved in a number of cooperative programs in the hospital. These included the development of a Spanish-speaking program and consumer education program on two general psychiatric treatment divisions and the planning and implementation of an education program on the Ventura Division. In addition, the Patient Education Program conducted a pilot study on the Ventura Division utilizing the process assessment chart of social development. This study resulted in the process assessment chart being used to evaluate all of the patients of the hospital.

### DEPARTMENT OF EDUCATION, MENTAL HEALTH TECHNOLOGY

During the past year, this department assisted in the evaluation and selection of applicants for the mental health series positions in the hospital, and provided them with knowledge and skills related to assessing and serving patients. The department's three major educational programs are the Preservice Basic Educational Program, the Inservice Educational Program, and the Mental Health Technology Program operated in conjunction with Maricopa Technical College.

Due to the hospital's need for more refined and job specific training programs, reduction of attrition in the mental health series, and hospital procedures, the Inservice Educational Program was significantly altered during the past year. While the two-week core program is scheduled to continue during a transitional phase, it is being replaced by a six-month program.

The Mental Health Technology Program at Maricopa Technical College began the academic year with an enrollment of 36 hospital-supported students, 18 in each class year of the two-year program. At the end of the year, 17 students graduated, and 16 of the original 18 first-year students planned to enter the second year of the program. Plans have been made to select another group of students to begin the program in the fall of 1974. This year, Maricopa Technical College also began giving college credit to hospital employees who complete the Preservice and Inservice Educational Programs. A number of employees are taking advantage of this educational opportunity.

During the past year, the staff of the department also participated in several special training programs, including the teaching of the problem-oriented record, methods of managing disruptive behavior, operant self-control techniques, and an educational series of films for the total hospital staff. The staff also participated in numerous conferences and training sessions designed to increase their knowledge and skills related to the training of mental health series personnel and to other hospital staff.

#### PHARMACY

The Pharmacy's statewide prescription-filling activities increased during the past year. The Pharmacy is now supplying medication to 478 patients who are treated in mental health clinics throughout the state. These prescriptions are filled at the Arizona State Hospital and mailed directly to clinics and patients. In connection with this program, the Pharmacy has established an excellent working relationship with the various mental health clinics in the state, and has obtained their physicians' compliance with its Formulary.

During the past year, the Pharmacy conducted a number of lectures on psychotherapeutic drugs to both hospital and non-hospital groups. Three drug seminars were also organized by the Pharmacy, utilizing outside speakers. These seminars were approved for credit toward the Arizona Medical Association's Certificate in Continuing Medical Education.

The Pharmacy continues to prepare its own unit-dose vials of psychotropic concentrates, none of which are available commercially, and has embarked on a program of counseling the patients whom it sees concerning the use of their medication.

### PSYCHIATRIC RESIDENCY TRAINING PROGRAM

In its fourth year of full operation, the Psychiatric Residency Training Program has continued to have first-year residents, under close supervision, treat adult outpatients through the Fillmore Mental Health Service, child outpatients through the Children's Outpatient Section of the Fillmore Mental Health Service, and college students through the Student Health Service of Arizona State University. The Children's Outpatient Section of the Fillmore Mental Health Service, in operation for the past eleven months, serves all children up to age 18 referred by schools, parents, juvenile court and other community agencies. Children are screened, evaluated and treated when appropriate either by the clinic staff or by first-year residents assigned to the service.

Second-year residents have worked six months on the Sierra Division of the hospital and six months in County Services (usually about two days a week on the inpatient service, two days a

week with the Westside Project, and a day a week with the Fillmore Mental Health Service). Supervised clinical experiences have been supplemented with relevant seminars throughout.

Third-year residents have provided consultation service for non-psychiatric patients at Maricopa County General Hospital. Supervised by the Barrow Neurological Institute staff, they have gained neurologic knowledge and skill. They have also had an opportunity to elect and pursue a field of special psychiatric interest working with a community mental health center in an urban poverty area, consulting to outlying school districts and the juvenile court, or carrying out a research project.

The program received notice in June of 1974 that it will receive about three quarters of the funds that it requested from the National Institute of Mental Health for continued partial support of the training program through resident stipends and faculty pay in fiscal year 1974-1975.

#### MEDICAL LIBRARY

The Medical Library has worked to increase the awareness of the hospital staff as to the library's services and resources, thereby increasing its utilization. The hospital's daily bulletin was used to publicize library resources and services, and the expansion of existing information services provided by the library. The collection of books and non-book materials was upgraded during the year through several acquisitions providing the hospital with a more comprehensive basic medical collection.

During the year, three unit professional libraries were established and plans were initiated for libraries on the Geriatric and Sierra Divisions. The response and participation among staff has been enthusiastic and a critical evaluation of this project will be accomplished in mid-year 1974-1975.

Objectives for the next year include better communication with the treatment divisions and the Department of Education, Mental Health Technology, aimed at providing resources for inservice and preservice staff education programs; the provision of information services to the new Division of Behavioral Health Services in the areas of drug abuse, alcoholism, and community mental health; and the maintenance of the quality of service offered to the hospital and excellence of available resources.

### RELIGIOUS SERVICES

With the arrival of a seminarian student working full time as a hospital volunteer, the staff of the Religious Services Program began a clinical training program in which all of the hospital's chaplains participated. This group was expanded during the year to include several other area chaplains and another seminarian student.

Workshops dealing with various forms of therapy were presented by the hospital's chaplains during the year, and the Religious Services Program hosted and co-sponsored, along with Arizona Recovery Centers, a clergy seminar on alcoholism. This seminar was well attended by clergy from throughout the state of Arizona.

During the past year, the staff of the Religious Services Program provided services to the hospital's inpatient population and continued to support former patients through visits to boarding homes, telephone contacts, and referrals to other related agencies.

#### VOLUNTEER SERVICES

During the past year, the Volunteer Services Program revamped the volunteer selection process, implemented a volunteer performance evaluation system, and devised a volunteer personnel record system.

Most of the hospital's volunteer force now consists of college students seeking some practical experience in the field of mental health. During the year, approximately 185 volunteers contributed over 21,000 hours of service to the hospital. This amount of service, translated into increased staffing available to the hospital, comes to 10.5 full-time equivalent positions. The hospital now has three volunteers working on a full-time basis, 2,000 hours per year.

Groups of volunteers from various organizations continued to provide visits to the hospital. These visits, usually in the form of parties and other social activities, were all well received. Operation Santa Claus was again successful. Every patient received at least two gifts.

#### PERSONNEL

The changeover from a bimonthly to a biweekly pay system for the employees of the hospital during the last year caused several serious problems and required close coordination between the Personnel Department and the Finance Department in correcting errors in pay checks. These pay problems resulted in significant hardships for a number of hospital employees and, after several pay periods, were corrected.

During the past year, 1,152 applicants were tested for positions in the hospital's mental health series personnel classification. At the request of the Personnel Department, the Arizona State Personnel Division authorized a reduction in the active span of mental health series personnel classification employment registers to six months from the original one-year period. This request came about as a result of a study conducted by the Personnel Department which indicated that applicants who had been on the employment register for more than six months were, in most cases, no longer available for employment. This change has eliminated a considerable amount of non-productive work for the department.

During the past year, plans were again formulated with groups from the community of Guadalupe for the hospital to participate in the Neighborhood Youth Corps summer job program. Some 55 young people commenced work in the 10-week program during the month of June 1974, and were assigned to various areas within the hospital.

#### SECURITY, TRANSPORTATION AND COMMUNICATIONS

During the past year, the Security, Transportation and Communications Department conducted a series of special education classes for hospital employees. These classes were attended by 298 employees. Subjects included management of disruptive behavior, fire safety, ambulance and stretcher use, and an orientation to security and management methods.

An Operating Methods Manual was produced during the past year by the department, and includes procedures governing all areas of security, transportation and communications as well as the security of the Alhambra Division.

In fiscal year 1973-1974, security officers investigated 1,951 incidents that required written reports, and the hospital's mail room processed 415,800 pieces of internal and outgoing mail. There were a total of 407 ambulance runs made, and the hospital's switchboard handled an average of 1,213 calls daily.

#### FINANCE DEPARTMENT

During the past year, the Finance Department completed a study to determine the actual cost per patient at the Arizona State Hospital. Accordingly, new maintenance rates were established and approved by the Department of Health Services. These new rates will become effective July 1, 1974.

In fiscal year 1973-1974, an appraisal was made of the Arizona State Hospital buildings, including buildings at the Southern Arizona Mental Health Center. As a result of this appraisal, ledgers can now be developed by the Finance Department to account for real property, including additions, deletions, and depreciation.

During the month of December 1973, representatives from the Arizona State Auditor General's office began an audit of the hospital's records for fiscal years 1972-1973 and 1973-1974. It is expected that this audit will be completed in July or August 1974.

#### DATA PROCESSING

During the past year, the Data Processing Department's equipment was upgraded, and a series of flexible programs were developed to better serve the needs of the hospital. Designed by the staff of the Data Processing Department, these flexible programs consist of computer software particularly devised to provide specialized hospital patient reporting of data and reports.

It is anticipated that in fiscal year 1974-1975, agencies, including the Arizona State Hospital, which utilize the equipment of the State Data Center, will be required to sign formal contracts with the center calling for quarterly settlement of accounts with prepayment of monthly bills during each quarter.

#### REGISTRAR

During the past year, the Arizona State Hospital's problem - oriented record - keeping study was completed and, under the direction of the Registrar, will be implemented into the hospital's record - keeping system on July 1, 1974. The use of the problem - oriented record will facilitate the review of patients' records. These reviews are regularly conducted by the hospital's Utilization Review and Medical Records Committees, and by the surveyors from the Joint Commission on Accreditation of Hospitals and Medicare.

Procedures utilized in the Registrar's Office were changed during the year when the new Rules of Criminal Procedure became effective in September of 1973. These procedures will again be modified in October of 1974, when the provisions of Senate Bill 1035, Arizona's new mental health services laws, become effective.

# 1973-74 Expenditures

CLASSIFICATION	Appropriation	Expended	Balance Forward		
GENERAL FUND APPROPRIATION					
Personal Services	\$ 8,365,500	\$ 8,285,700			
Employee Related	1,392,200	1,328,800			
Professional and Outside Services	482,000	314,400			
Travel - State	19,500	14,700			
Travel - Out of State Personnel	5,000	4,600			
Return of Patients	21,000	17,500			
Food	525,700	511,800			
Other Operating Expenditures	1,569,400	1,467,900			
Capital Outlay - Equipment	100,000	95,200			
TOTAL	\$12,480,300	\$12,040,600			
CAPITAL OUTLAY					
Land, Bldg., and Improvements	\$ 457,899	\$ 127,975	\$ 329,924		
SAMHC - Land Purchase	52,851	52,060	791		
Medical Legal Facility	5,392	4,007	1,385		
TOTAL	\$ 516,142	\$ 184,042	\$ 332,100		

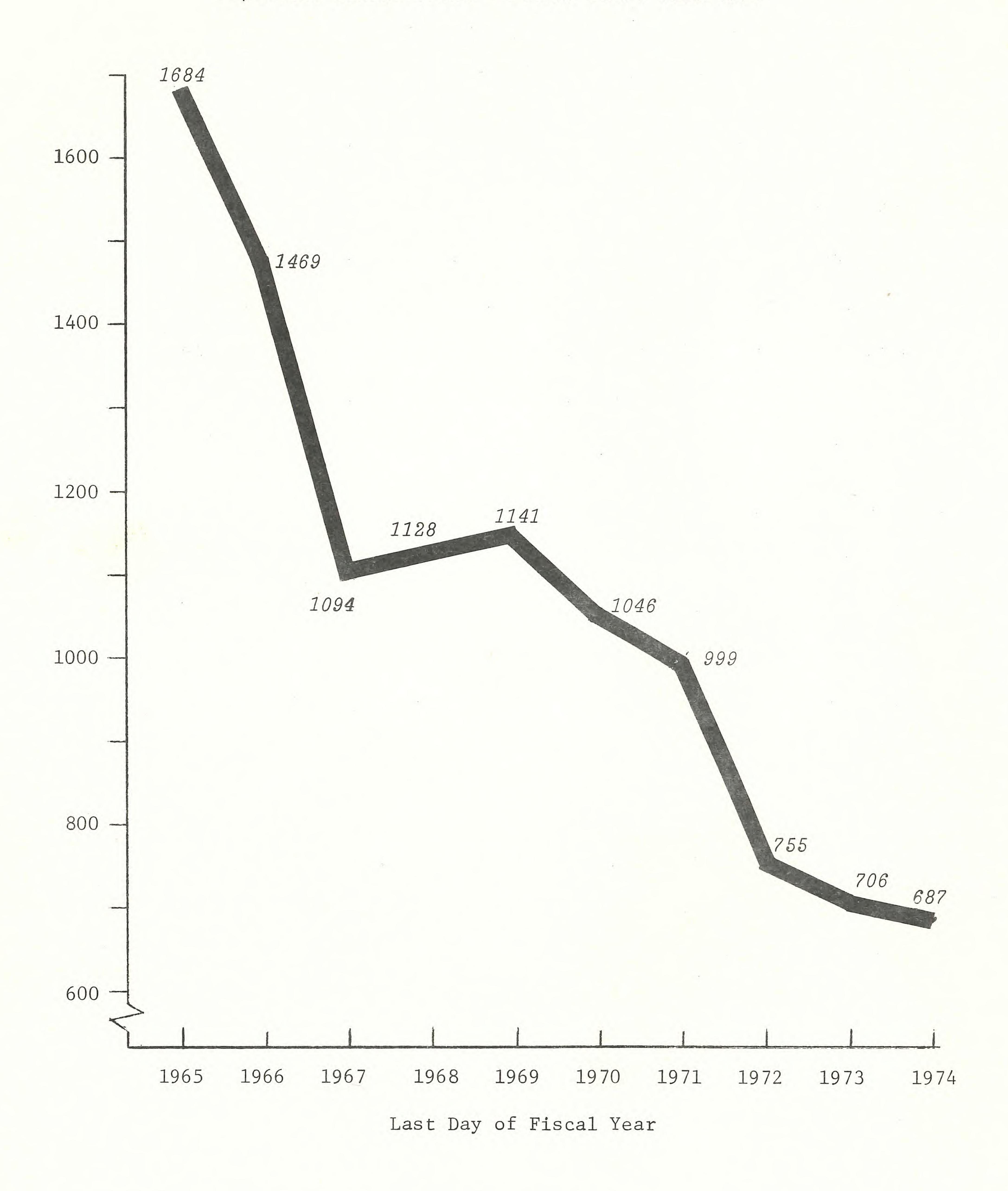
#### EXPENDITURES - CONTINUED:

CLASSIFICATION	Receipts	Expended	Balance Forward		
OTHER FUNDING					
Federal Funding					
Social Learning Project	\$ 113,000	\$ 109,000	\$ 3,900		
Hospital Staff Development	24,400	23,100	1,300		
Adult Basic Education	4,000	2,800	1,200		
Education for Disturbed Children	77,100	54,700	22,400		
Institutional Library Service	10,700	9,500	1,200		
Psychiatric Basic Residency	72,100	64,100	8,000		
Halfway House Program	80,000	61,100	18,900		
Endowment Earnings	298,000	120,200	177,800		
Donations	6,800	1,900	4,900		
TOTAL	\$ 686,100	\$ 446,500	\$ 239,600		

# 1973-74 Patient Population Summary

## FISCAL YEAR 1973-74 PATIENT POPULATION SUMMARY

Inpatients - June 30, 1973	•	•	•	•	•	•	•	•	•	•	•	•	706
ENTRIES TO INPATIENT CENSUS:													
First Admissions	•	•	•	•	•	•	•	•	•	•	859		
Readmissions	•	•	•	•	•	•	•	•	•	•	540		
Reentries from Conditional Dis	sch	arge	2	•	•	•	•	•	•	•	165		
Reentries from Unauthorized Ab	se	nce		•	•	•	•	•	•	•	44		
TOTAL ENTRIES	•	•	•	•	•	•	•	•	•	•	1608		
EXITS FROM INPATIENT CENSUS:													
Complete Discharges	•	•	•	•	•	•	•	•	•	•	1219		
Conditional Discharges	•	•	•	•	•	•	•	•	•	•	294		
Deaths	•	•	•	•	•	•	•	•	•	•	54		
Unauthorized Absences	•	•	•	•	•	•	•	•	•	•	60		
TOTAL EXITS	•	•	•	•	•	•	•	•	•	•	1627		
Inpatients - June 30, 1974	•	•	•	•	•	•	•	•	•	•	•	•	687
Patients on Conditional Discharge		•	•	•	•	•	•	•	•	•	•	•	596
Patients on Unauthorized Absence	•	•	•	•	•	•	•	•	•	•	•	•	83
Total on Books - June 30, 1974	•	•	•	•	•	•	•	•	•	•	•	•	1366

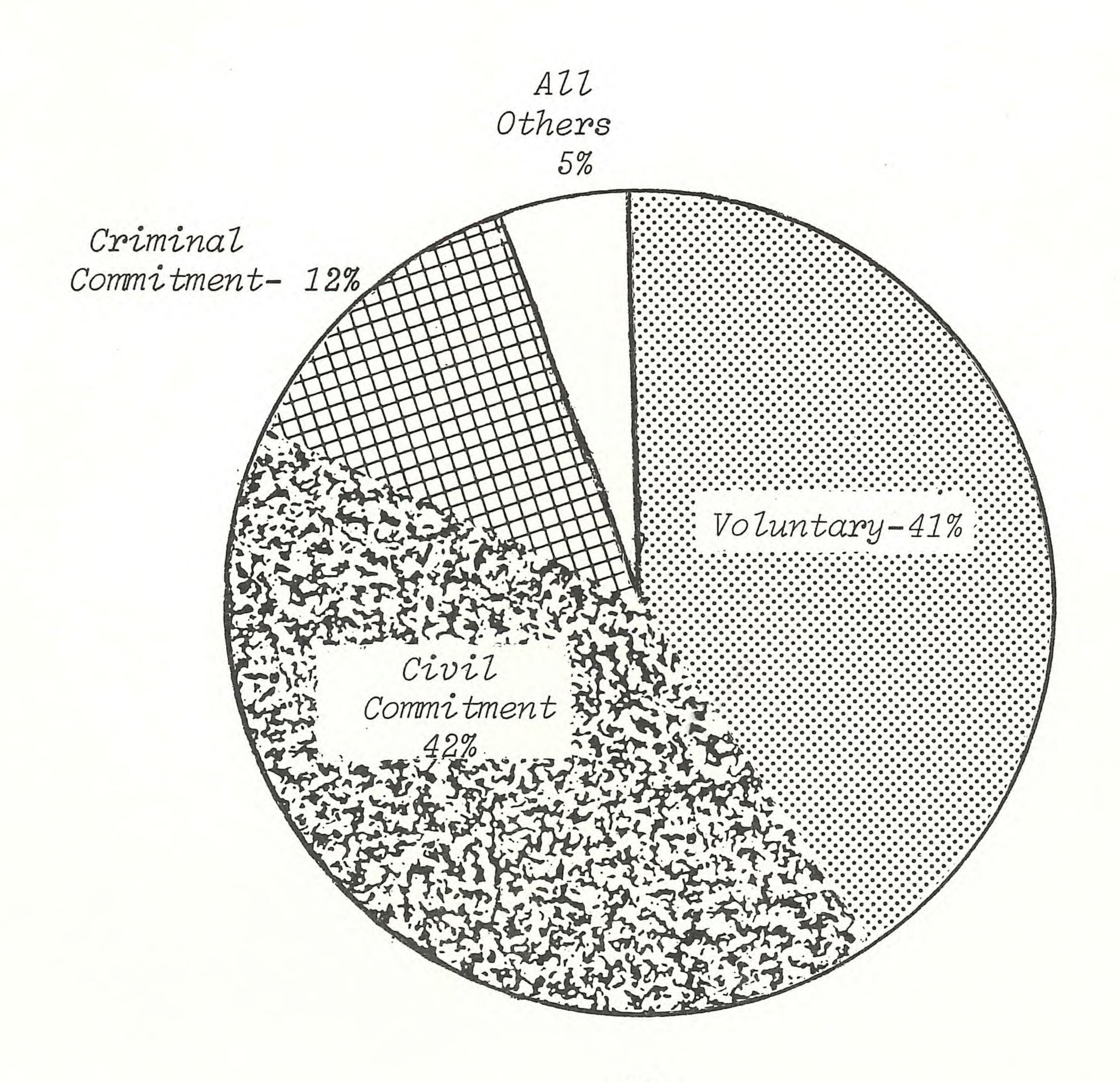


Admissions\* by Legal Status - Fiscal Years 1972-73 and 1973-74

Legal Status	1972-73	1973-74	Percent Change
Voluntary	412	571	+ 39
Civil Commitment**	611	581	- 5
Criminal Commitment	115	175	+ 52
All Others	84	72	- 14
TOTAL	1222	1399	+ 14

<sup>\*</sup>First Admissions and Readmissions

Percentage Distribution of Admissions by Legal Status Fiscal Year 1973-74

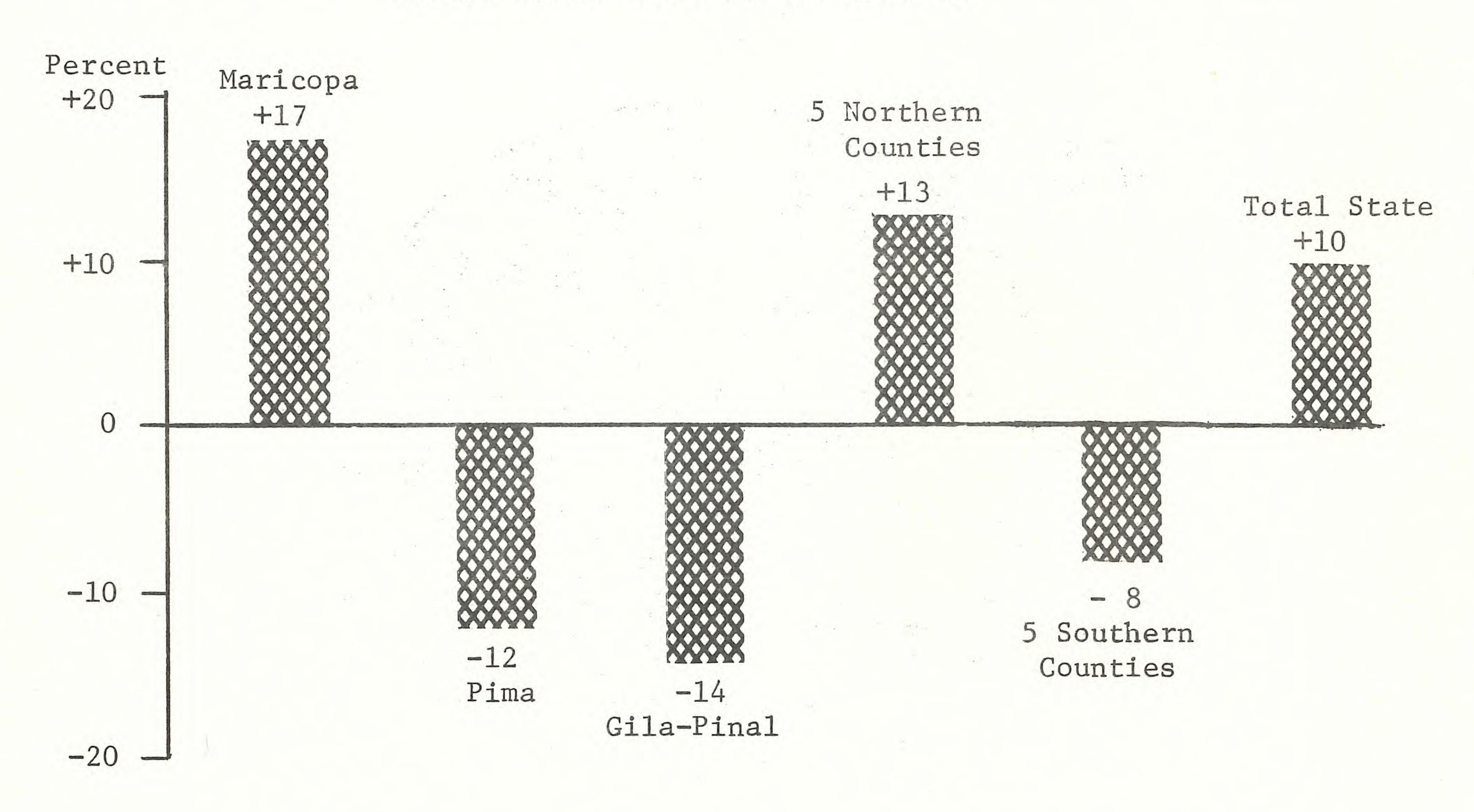


<sup>\*\*</sup>Regular Commitments and Civil (30 day) Observations

Entries by County - Fiscal Year 1972-73 and 1973-74

	Fisca				
County Group	1972-73	1973-74	Percent Change		
Maricopa	1016	1184	+ 17		
Pima	88	77	- 12		
Gila-Pinal	138	118	- 14		
5 Northern Counties 1	114	129	+ 13		
5 Southern Counties <sup>2</sup>	109	100	- 8		
Total State	1465	1608	+ 10		

Percent Change in Entries by County Fiscal Years 1973-74 vs. 1972-73



<sup>&</sup>lt;sup>1</sup>Includes Mohave, Yavapai, Navajo, Apache and Coconino Counties

<sup>2</sup>Includes Santa Cruz, Yuma, Cochise, Graham and Greenlee Counties

Median Length of Hospitalization by Treatment Division for Inpatients as of June 30, 1974

	Median	No. of Patients		Median	No. of Patients
Sierra	16 days	45	Child Psychiatry	65 days	25
Paloma	51 days	53	Ventura	12.0 years	125
Verde	56 days	58	Geriatrics	1.8 years	133
Social Learning	32 days	18	Medical	200 days	33
Ocotillo	228 days	56	Alhambra	272 days	72
Saguaro	2.0 years	69	Total Hospital	268 days	687

Percent Distribution of All Inpatients by Length of Hospitalization as of June 30, 1974

